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September 15, 2009

TO: Each Supervisor

FROM: Jonathan E. Fielding, M.D., M.P.H.
Director and Health Officer

SUBJECT: REQUEST TO AMEND INFORMATION TECHNOLOGY SUPPORT SERVICES MASTER AGREEMENT WORK ORDERS 06-1036 WITH COMPUTER PROFESSIONALS UNLIMITED, INC. dba RYDEK COMPUTER PROFESSIONALS

This is notification of the intent to request the Internal Services Department (ISD) to amend the Information Technology Support Services Master Agreement (ITSSMA) Work Order 06-1036, with Rydek Computer Professional, to extend the term through October 31, 2010 and increase the total maximum amount by \$42,000, from \$299,900 to \$341,900. In accordance with ITSSMA Guidelines, prior Board notice is required for work orders that will exceed \$300,000.

BACKGROUND

Public Health Information Systems (PHIS) is responsible for the management and maintenance of the Department of Public Health (DPH) data network. The Networking and Security Specialist is a technical consultant to the Network Services team and reports to the Chief Technology Officer. As senior technical consultant, the Networking and Security Specialist supports the continued development and implementation of a secure network architecture for DPH. The Specialist ensures that all design enhancements are successfully executed and that the network is properly managed and administered. In addition, the Specialist assists in the development and establishment of network management policies and procedures necessary to ensure the safety, privacy, and integrity of the computing resources. Finally, the specialist works with appropriate information security and operations personnel to implement risk mitigation strategies and minimize security vulnerabilities.

SCOPE OF WORK

The duties to be performed by the contractor include the following:

- Work with the network services personnel in the establishment of the necessary data network environment and implementation of management tools.
- Validating system designs and configuring network architecture to support new applications and technologies;
- Work with project teams and vendors in the management of existing and emerging Voice over Internet Protocol (VoIP) infrastructure;
- Establish network disaster recovery and business continuity procedures;
- Developing procedural documentation and policies related to the management of the network infrastructure; and
- Conducting regular network audits to detect possible vulnerabilities and ensure high availability of DPH network infrastructure.

JUSTIFICATION

This request to amend the referenced Work Order is needed to continue highly skilled support for the DPH network which is critical to DPH's operations.

DPH does not currently have staff with the requisite experience and knowledge to perform the required tasks of the Networking and Security Specialist. DPH relies on the consultant with highly specialized experience to supplement existing County staff and ensure departmental compliance with HIPAA regulations, and Board adopted and PH IT Security policies. This consultant has developed intimate knowledge of the existing environment, applications, and processes, which is critical to the ability of DPH to implement appropriate security controls. The continued use of this particular consultant will eliminate the significant learning curve required if different consultants were obtained to perform these same services. If DPH was not able to obtain these specialized services and skills, the security of the DPH network, including meeting regulatory requirements and County standards, would be severely compromised.

DPH is unable to add County staff in the current fiscal climate to perform these services and therefore must augment its workforce through the use of this consultant.

FISCAL IMPACT

The consultant's hourly rate for these Work Orders will remain the same through the extended term of the Work Order. Sufficient funds for this Work Order are available in the DPH's budget.

NOTIFICATION TIMELINE

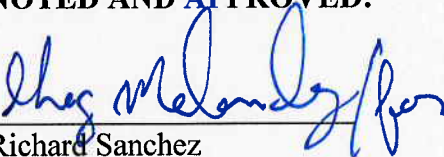
Consistent with ITSSMA policies and procedures, we are informing your Board of our intention to amend the term of this Work Order and increase the maximum dollar amount. If no objection is received from your Board by September 30, 2009, we will request ISD to proceed with the amendment of these Work Orders.

If you have any questions or require additional information, please let me know.

JEF:jrc

c: Chief Executive Officer
Acting County Counsel
Executive Officer, Board of Supervisors
Chief Information Officer
Director, Internal Services Department

NOTED AND APPROVED:


Richard Sanchez
Chief Information Officer

9/17/2009
Date